



STATE OF ARIZONA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER INFORMATION & COMPLAINTS
1275 WEST WASHINGTON, PHOENIX 85007-2926

Terry Goddard
Attorney General

(602) 542-5763
(In-State-Only) 1-800-352-8431

February 28, 2008

BRYMAN SCHOOL
2250 W. PEORIA AVE.
PHOENIX, AZ 85029

RE: Redacted Redacted by HELP Committee

Dear Sir or Madam:

Our office has reviewed your response to this consumer's complaint. At this time, we are taking no further action.

This does not mean, however, that we have determined whether any violations of the Arizona Consumer Fraud Act or other consumer statutes have occurred or that we will not take action at a later date.

Thank you for your cooperation.

Sincerely,
Redacted by HELP Committee

LEGAL ASSISTANT

CPA:G

2AFG-HEI P-05-00000805

February 27, 2008

VIA FACSIMILE

State of Arizona
Office of the Attorney General
Redacted by HELP Committee

1275 West Washington
Phoenix, Arizona 85007-2926

Dear M^{Redacted by HELP Committee}

This letter is in response to the complaint filed by Ms. ^{Redacted by HELP Committee} (^{Redacted}).

In her complaint filed with the Arizona Attorney General on February 3, 2008, Ms. ^{Redacted by HELP Committee} stated that students discovered the school had lost its accreditation earlier in the year. She goes on to say that the students had been informed by administration they would not receive their Associates Degree but instead a diploma and that they later found out the school had lost its' accreditation the first part of 2007.

None of the above statements Ms. ^{Redacted by HELP Committee} made are factual. Ms. ^{Redacted by HELP Committee} started at The Bryman School (part of the High-Tech system of schools) on August 6th, 2007. The school at that time was, and still remains accredited by the Accrediting Commission of Colleges and Schools of Technology ("ACCSCT").

In October 2007, ACCSCT took action relating to the approval of High-Tech Institute's degree and on-line programs. That action has been appealed and the institution including all approved associate degree and on-line programs, continue to be accredited by the Accrediting Commission of Colleges and Schools of Technology ("ACCSCT") pending the outcome of the appeal. Promptly after being notified of this, the school notified all students and the fact that High-Tech Institute, Inc. was vigorously appealing ACCSCT's decision. At no time were students told they would not be able to receive the degree they had enrolled for.

Ms. ^{Redacted}, made a conscious decision to quit her program of study at the Bryman School which she attended through November 5, 2007. She attended 14 wks (3 courses at 4 weeks per course plus 2 weeks of the 4th course) of her program.

Her charges are broken out as follows:

- 14 wks / 31 wks (academic year) = 45% attended

- 45% attendance is rounded to 75% charged for the academic year (per the refund policy on the back side of the enrollment agreement. See attachment)
- $\$10,893 \times 75\% = \$8,169.75$ tuition charges + \$100.00 administrative fee + \$267.98 books = \$8,537.73 Charges

The Financial Aid covered a portion of the charges leaving the student with a remaining balance owed to the school:

\$8,537.73 Charges
- \$4,229.20 Parent Plus loan received
- \$1,750.00 Unsubsidized Stafford loan received
+ \$ 741.42 Unsubsidized Stafford loan refunded due to R2T4 (Return to Title IV Funding)
= \$3,299.95 Balance owed to the School

Student/Parent responsibilities:

\$4,360.00 Parent Plus loan (includes the origination fee) plus any incurred interest and fees
\$1,008.58 Unsubsidized Stafford Loan plus any incurred interest and fees
\$3,299.95 Balance owed to the School (uncovered by Financial Aid)

In an effort to work with Ms. ^{Redacted by HELP Committee} she was given the option of paying her remaining balance owed to the school with a payment plan of \$75.36 per month. She refused to entertain this option indicating that she should have to pay nothing.

If I may be of further assistance, please feel free to call me at ^{Redacted by HELP Committee}

Sincerely,

Redacted by HELP Committee

Vice President
High-Tech Institute, Inc.

FAX COVERSHEET HIGH-TECH INSTITUTE, INC.

2250 W. Peoria Avenue, Suite A-200
Phoenix, Arizona 85029
Tel: 602-328-2800
Fax: 602-328-3758

Consumer

Redacted by HELP Committee To: Assistant Legal	From: Redacted by HELP Committee Paralegal
Fax: Redacted by HELP Committee	Pages: 1
Phone:	Date: February 18, 2008
Ref: CIC 08-02219 Redacted by HELP Committee	CC:

Urgent
 For Review
 Please Comment
 Please Reply
 Please Recycle

Redacted by HELP Committee
 Ms.

Please be advised that the Campus President with whom we need to coordinate our response to your letter concerning Ms. ^{Redacted by HELP Committee} has been out of the office due to an illness. We apologize for our tardiness, and we will submit our response no later than Monday, February 25, 2008. Should you have any questions, concerns, or ^{Redacted by HELP Committee} concerns in the meantime, please contact ^{Redacted by HELP Committee}, Vice President at High-Tech Institute or me at ^{Redacted by HELP Committee}

Kind regards,
 Redacted by HELP Committee
 Paralegal

The information contained in this facsimile is privileged and confidential information intended only for the use of the individual(s) named above. If the reader of this message is not the intended recipient, or the employee or agent responsible to deliver it to the intended recipient, you are hereby notified that any dissemination, distribution or copying of this communication is strictly prohibited. If you have received this communication in error, please notify ^{Redacted}

2AFG-HEI P-05-00000808



STATE OF ARIZONA
OFFICE OF THE ATTORNEY GENERAL
CONSUMER INFORMATION & COMPLAINTS
1275 WEST WASHINGTON, PHOENIX 85007-2926

(602) 542-5763
(In-State-Only) 1-800-352-8431

Terry Goddard
Attorney General

February 5, 2008

BRYMAN SCHOOL
2250 W. PEORIA AVE.
PHOENIX, AZ 85029

RE: Redacted

Redacted by HELP Committee

Dear Sir or Madam:

The Consumer Protection and Advocacy Section of our office recently received the enclosed consumer complaint. Pursuant to A.R.S. § 44-1524, we are charged with investigating possible violations of Arizona consumer protection laws. Therefore, we request that you respond in writing to the specific allegations made by the consumer.

In your response, please indicate what, if anything, you are willing to do to resolve the complaint. If you resolve this matter directly with the consumer, please provide our office with the resolution. Please send your response and copies of any documentation that supports your position to this office **within ten (10) days**. A copy of your response may be made available to the complainant for review, consideration, and response.

If you need to request an extension of **one week or less** in which to respond to this complaint, please fax your request to the Phoenix office at (602) 542-4579 or the Tucson office at (520) 628-6532 and an extension will automatically be granted. Please fax your request to the **appropriate** office. For any other extensions, you must call our office. We appreciate your cooperation.

Sincerely
Redacted by HELP Committee

LEGAL ASSISTANT

Enclosure
CPA:A

2AFG-HEI P-05-00000809

Anthem Education Group
Document 17, Page 5

February 3, 2008

High Tech Institute
2250 W. Peoria Ave.
A200
Phoenix, AZ. 85029

To whom it may concern,

I am well aware of the amount of payment that I owe your institution. The reason I have not been able to make this payment is due to job loss. I have attempted to make a payment plan that would be better for my finances but was told that I should have a better job.

I have not been successful in attempting to work something out with your finance department and have found F ^{Redacted by HELP C} to be unwilling to work with me. When my mother and father have called on my behalf he still is unwilling to listen or work with us.

The final reason I have been upset with your institution is that you have not lived up to the promises that were made to the students. I was not informed that your accreditation had been lost before I had signed my contract. In addition, I was informed that I would have an Associates Degree upon graduation. After becoming a student and 3 months into the Dental program we were informed that the accreditation was lost and no Associates Degree would be awarded.

Since the degree that I would need for a better paying job would not occur I feel that I was "duped." Thus, I am consulting with the Attorney General's office in Arizona regarding for profit schools. In addition, I may be seeking legal counsel and have made some contact with news stations in the valley.

I regret that this has happened. I did enjoy some of the instructors that I had. It is too bad that your institution has not lived up to it's promises to provide me with the proper education for a better paying job in comparison to the money I would have or have put out.

Redacted by HELP Committee

Cc. the dean of HTI/Bryman

2AEG-HELP-05-00000810